

Risk assessment – COVID-19 Secure

Company name: Casino 36 Limited

Assessment carried out by: James Thomas-Horton

Date of next review: 16th August 2021

Date assessment was carried out: 16th July 2021

Casino 36 Limited employs 170 staff across the locations, Wolverhampton, Dudley & Stockport. Food and drink are served to varying levels across all three venues.

The casino managers have followed the advice at <https://www.gov.uk/guidance/working-safely-during-covid-19> . They have also reviewed the food and drink service advice given by government for bars and restaurants as detailed at: <https://www.gov.uk/guidance/working-safely-during-covid-19/restaurants-pubs-bars-nightclubs-and-takeaway-services> & <https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions> . To identify the hazards, they:

- Carried out a room by room inspection in order to identify potential hazards to a safe operating environment.
- Attended meetings with other managers to discuss and agree effective measures for reducing risk.
- Met with the cleaners, to ensure they understand the enhanced processes in place.
- Arranged for the provision of personal protective equipment and sanitising products.
- Arrange for the use of protective screens where appropriate.
- The manager will review the risk assessment whenever there are any significant changes to the operation such as additional equipment or a change to operational practice.
- The manager will refer to the governmental website <https://www.gov.uk/coronavirus> for updates and will implement changes where necessary.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<p>Spread of Covid 19 infection</p>	<p>Customers, employees, delivery personnel and visitors.</p>	<p>Covid 19 is an ongoing risk to the business. Previous risk assessments have detailed current procedure, this version reflect a change in law from July 19th 2021.</p>	<p>Entry to the Building:-</p> <p>Customers & staff will be subject to a temperature check on entry, entry will only be permitted if they pass the check.</p> <p>Customers & staff will be required to use hand sanitiser before entry</p> <p>Clear signage encouraging Covid 19 best practice inside & outside casino</p> <p>There will be a 'sneeze guard' at the reception desk.</p> <p>Entry will be one at a time</p> <p>Face coverings are expected and recommended to be worn by customers.</p> <p>Staff will wear an FFP2 face mask as they enter the building.</p> <p>Cloakroom – customers can deposit coats & bags, must avoid any physical contact with staff.</p> <p>Clear signage asking all to only enter if they have no Covid 19 symptoms.</p> <p>The NHS Test & Trace QR Code will be displayed at reception in all sites.</p>	<p>All staff to participate.</p> <p>All Management to participate and supervise.</p>	<p>To be completed before the businesses re-open to the public.</p>	<p>July 2020</p>

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			<p>Walking around the casino:-</p> <p>Clear signage encouraging Covid 19 best practice. All staff must wear an FFP2 face covering as they walk around the casino. Customers are expected & recommended to wear a face covering. Hand sanitiser stations position at regular intervals</p> <p>Lifts:-</p> <p>Lifts will be cleaned on a regular rota, with commonly touched areas being disinfected Signage will be displayed to assist with use.</p> <p>Reception:-</p> <p>Monitors, keyboards & phones will be cleaned between shifts If working with a colleague, staff should work side by side / back to back.</p>			

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			<p>If working with a colleague, staff should not share workstations or the phone. Staff should use hand sanitiser on entry and exit of the reception area. Staff do not have to wear a face covering as they are protected by a screen, however they have the option should they wish and if working with a colleague it is recommended that they do. An extra monitor will be in place to observe customer temperatures, staff will be trained to follow new operating procedure around failed temperature checks for staff and customers "Clean" pens should be given to customers, customers should then keep them, we cannot accept them back. Staff sit behind a sneeze guard and are not required to wear a face covering, although they are welcome to do so. Display the NHS Test & Trace Barcode</p>			

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			<p>Playing at a Table:-</p> <p>All seating and table areas will be sanitised on a regular basis. Chips will be cleansed on a regular basis. Customers will also be asked to sanitise hands before and after joining tables, sanitiser will be available at all gaming tables and in sanitisation stations around the venue. Card games - Customers will not be permitted to touch cards during play and the dealer will touch cards on the players behalf. For Baccarat only, where cards do not pass from player to player and are destroyed after one use, customers may touch the cards. Customers are expected & recommended to wear a face covering while in the casino.</p> <p>Dealing at a Table:-</p> <p>Dealers and other pit staff will wear an FFP2 face masks.</p>			

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			<p>Customers will be required to use hand sanitiser before joining and when leaving a gaming table Where a social distance cannot be maintained in the pit, dealers & pit staff should work side by side or back to back and not face to face. Customers will not be permitted to touch cards during play and the dealer will touch cards on the players behalf. Dealers & pit staff will use hand sanitiser on entry and exit of the pit.</p> <p>Mahjong:-</p> <p>There will be three tables available, max of 4 people per table. Customers are recommended bring their own Mahjong sets and take them away afterwards. If unable to take the sets away they must be returned to the cash desk after play so that they can be sanitised before their re-use.</p>			

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			<p>Machines:-</p> <p>Machines are arranged to allow for proper social distancing Gaming machines will be cleaned on a regular basis. Voucher redemption terminals and ATMs will be sanitised on a regular basis. Hand sanitiser stations position at regular intervals.</p> <p>Cash Desk:-</p> <p>If two are required in the cash desk, they should work side by side or back to back and avoid face to face contact. Screens (if not already in place) will be put in place to shield staff from customers. Staff should use hand sanitiser frequently and as they see fit.</p>			

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			<p>Staff sit behind a sneeze guard and are not required to wear a face covering, although they are welcome to do so. Staff should use hand sanitiser on entry & exit to the cash desk Staff will be asked to clean Computer screens, keyboards and phones will be as they start and leave shifts.</p> <p>Performing the Count:-</p> <p>Staff should maintain a social distance. Staff will wear an FFP2 face coverings during the count. Gloves will also be provided, these are optional. Staff will hand sanitise before and after the count has completed Staff will clean the touched areas after the count has completed.</p>			

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			<p>All Toilets:-</p> <p>Signage will be displayed to encourage hand washing in line with Covid Secure guidelines Toilet areas should be regulatory monitored and cleaned including frequent cleaning of high-frequency touch points in bathrooms and toilet areas.</p> <p>Smoking areas (Staff & Customer):-</p> <p>Hand sanitiser station will be by entry, customers encouraged to use on entry and exit. Area will be cleaned on a regular basis. Staff should maintain a social distance.</p> <p>Staff Areas:-</p> <p>On entry and exit of staff areas staff should wash hands or use hand sanitiser. Shift patterns will be managed to help to reduce the number of contacts.</p>			

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			<p>Staff areas will be cleaned every day. Staff have the option to wear face coverings in staff / office areas. Staff should always maintain a social distance</p> <p>Cleaning regime:-</p> <p>As detailed in earlier RA points for specific areas. Full clean every day while closed to customers. All regular touch points to be cleaned on a regular basis. Increase frequency of rubbish collection & possibly more bins Cleaning products to align with Covid Secure guidelines. Cleaners should wear an FFP2 face covering at all times except in staff / office areas where they can remove it if they choose.</p>			

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			<p>Offices:-</p> <p>Staff will be asked to clean Computer screens, keyboards and phones will be as they start and leave shifts Staff have the option to wear face coverings in staff / office areas – in customer facing areas office staff should wear the FFP2 Face Masks provided. Hand sanitiser to be used on entry & exit of office areas. Staff should always maintain a social distance.</p> <p>Safer Gambling & Customer Interactions:-</p> <p>A secure & private location has been set up where an interview can be conducted while maintaining privacy & social distancing Customer interactions should be conducted at a social distance.</p>			

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			<p>Job Role Risk Assessments:-</p> <p>Risk assessments for all roles have been prepared.</p> <p>Training:-</p> <p>Training will be given to ensure that all staff understand the new risks, and will include details of the current safe distance as set out in Government guidance, routes of transmission and the importance of hand washing when at work. Staff should be trained of new procedures affecting their role and understand the risk assessment for their roles. Provide mechanism for regular feedback on new working practices for continual improvement.</p>			

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			<p>Supporting Test & Trace;-</p> <p>All customers will be members so all attendance records are maintained Staff shift and attendance will be recorded and maintained for a minimum of 21 days. The NHS Test & Trace QR code will be displayed on reception at all sites.</p> <p>Ventilation:-</p> <p>Ventilation into the building has been optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.</p> <p>Champagne Lounge:-</p> <p>Ventilation - Air conditioning units should be turned on to supply fresh air, extractor units should be on full. A sneeze guard will be placed in front of the till</p>			

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			<p>All touchpoints to be thoroughly cleaned after an event Pre-event code of behaviour sent to organisers, detailing key points such as non attendance if tested positive or with symptoms. Staff will be issued FFP2 grade face masks for use.</p> <p>Access to Testing:-</p> <p>The company subscribes to the Government Workplace Collect scheme.</p> <p>Outbreak in the Workplace:-</p> <p>Policy in place to handle a workplace outbreak, including the single point of contact.</p>			
Spread of Covid 19 infection	Customers, employees, delivery personnel and visitors	Covid 19 is an ongoing risk to the business. Previous risk assessments	<p>Kitchen:-</p> <p>Cleaning regimes for kitchens must reflect the need to reduce risk from coronavirus as well as</p>	All staff to participate. All Management to participate	To be completed before the businesses	July 2020

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		<p>have detailed current procedure, this version reflect a change in law from July 19th 2021.</p>	<p>maintaining all expectations relevant to a food business regarding hygiene. Chefs should wear face masks at all times. Control movements of staff to maintain official social distancing measures where possible i.e. include one person at a time allowed in the chilled stores or dry stores, or the changing rooms and toilet. Handwashing of glassware, plates and cutlery should be avoided where possible with glassware washed separately from plates and cutlery. Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation. During rinsing processes ensure that temperatures above 60°C are reached, as disinfection of crockery and glasses requires this. Cloths and sponges etc used for cleaning should be changed daily and similarly used materials disposed of safely on a daily basis. Tea towels used for drying should be changed on a daily basis and washed at temperatures above 60°C or</p>	<p>and supervise.</p>	<p>re-open to the public.</p>	

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			<p>a laundry sanitising agent used if the fabrics can't be washed at such a temperature Minimising contact between kitchen workers and front of house workers, by having zones from which front of house staff can collect food.</p> <p>Taking food & drink orders:-</p> <p>Sneeze guards will be installed in front of all till points F&B transactions will be recommended by contactless card only. Menus will be single use paper. All F&B staff will wear an FFP2 face covering at all times in customer areas. Maintaining social from customers when taking orders from customers. Numbers of staff will be restricted behind the bar Food & drink orders will be taken at tables or at the bar by a member of staff. Where a social distance cannot be maintained behind the bar staff should work side by side or back to back and not face to face.</p>			

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			<p>Delivering food & drink orders:-</p> <p>Food & drink orders will be delivered directly to the table together with cutlery and single use condiments.</p> <p>Plate & Glass Collection:-</p> <p>Once collected staff will place the glasses in a queue for the dish washer. Handwashing of glassware, plates and cutlery should be avoided where possible with glassware washed separately from plates and cutlery. Plates and glasses should be picked up only by staff to return to the kitchen Tables should be cleaned between use. Bar tops will be cleaned on a regular basis Staff will wash hands / sanitise after each collection.</p>			

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			<p>Valet Service:-</p> <p>Food & drink ordered as a valet service will be delivered to customers at the tables or machines. Order taking, delivery and payments will be as per order process detailed above.</p> <p>Cellar Operations:-</p> <p>Restrict entry to 1 member of staff at a time. Hand sanitise pre & post entry</p>			

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/